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## CENTRAL INTELLIGENCE AGENCY

## INFORMATION REPORT

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1. Bulgarian Diplomatic Missions in countries outside the Soviet sphere of influence in general have an established operating procedure including common administrative and security practices. The following is a description of these procedures and practices:

Duty Assignments:

- a. Besides the normal foreign service duty assignments such as Consuls, Vice-Consuls (press and cultural affairs officers), Chancellors (finance officers), Consulate 1st, 2nd and 3rd Secretaries (Visa and Passport officers) and normal secretaries (administrative assistants), each member of a mission is given specific duty assignments by the chief of mission.
- b. These specific assignments, which may be changed from time to time at the discretion of the chief of mission, apply only during the individual's tour of duty within each particular mission. These assignments have been categorized as follows:
  - 1) Maintenance and repair officer - responsible for keeping the mission establishment in operation, arranging for and carrying out necessary repairs such as to the plumbing and electric fixtures or wiring;
  - 2) Supply officer - responsible for the procurement of needed and locally purchasable supplies;
  - 3) Sanitation and clean-up officer - responsible for maintaining sanitary conditions and keeping the mission establishment clean;

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- 4) Duty officer - rotated among all mission personnel on a personnel roster basis (with the exception of the chief of mission), each individual acting as duty officer the proper length of time as specified by the chief of mission; greeting, registering and handling visitors, receiving and logging in incoming calls or messages, passing same on to the proper recipients, remaining awake and on watch during and after duty hours in the mission establishment
- 5) Control - each individual within the mission is responsible for observing and controlling the work and activities of other mission members, reporting all mistakes and improper attitudes to the individual concerned and to the chief of mission.
- c. The duty assignments of the mission personnel, with the exception of those normally divulged to outsiders such as visa, passport, and cultural affair officers, are considered as secret and are not divulged to personnel outside of the mission proper.
- d. Each individual member of the mission makes an advance plan of work for each three-month period,<sup>1</sup> and subsequently, at the end of each three-month period, reports the work accomplished during the same period.
- e. Mission personnel such as chauffeurs, janitors, and servants, who reside in the mission establishment and are in direct and constant contact with other members of the mission, cannot be indigenous personalities. They are Bulgarian nationals from Bulgaria, provided and sent by the Ministry of Foreign Affairs.
- f. Other housekeeping personnel such as cleaning women, janitors and car washers may be employed by the mission in accordance with the established mission budget for this purpose. Such personnel are usually employed on a temporary basis and cannot be allowed to work or remain in the mission establishment alone or unobserved.

Security

- g. Each member of the mission is responsible and accountable for the disposition (by burning) of all waste and scrap materials, i.e., scrap paper, rough drafts, and exposed film.
- h. Each member of the mission is responsible and accountable for the safekeeping and appropriate handling of all secret reports and materials.
- i. Those members of the mission found to be negligent or violating these regulations are subject to severe disciplinary action.

Administration

- j. Although each mission is operated on the Communist collective basis with every individual member having a voice in the administration of the mission, it is the chief of mission and his senior assistants who are responsible for the administration of the mission.

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Visitors

- k. Each mission, depending on the judgment of the chief of mission, designates certain days of each week as reception days for visitors. All individuals with business, social or other contacts with each particular mission, are encouraged to visit the mission on the days so designated. All members of the mission, unless specifically excused for other duties by the chief of mission, must be present in the mission establishment on these days.
- l. One member of the mission, either the doorman or receptionist or, as in the cases of missions without such personnel, the duty officer greets each visitor, escorts him to the reception room, records and announces his arrival, and subsequently escorts each visitor to the appropriate office. The visitors are to remain in the reception room until called for and are not allowed to circulate within the mission establishment.
- m. The member of the mission acting as receptionist is not to handle the requests of, nor discuss anything with, any of the visitors unless he has been given a specific order to do so by the chief of mission. In such cases the receptionist will only handle the requests or discuss business with specifically identified visitors.
- n. The receptionist is to be aware in advance of the identities of the other mission members expecting visitors. In cases wherein a mission member expecting visitors or responsible for certain types of duties (such as visa or passport formalities) is not going to be present on the designated visitors day, the receptionist is to be aware of this so that the visitor can be asked to return at a later date.
- o. The members of the mission desiring to have visitors must obtain previous permission from the chief of mission. The mission officer responsible for certain types of duties (such as visa or passport formalities) is to handle all visitors falling in this category. The mission officer having already handled any visitor or visitors, is to continue, if at all possible, handling their future business with the mission. The chief of mission is to discharge the substitution of one mission member for another in the handling of visitors calling at the mission more than once.
- p. The mission is to handle and act on all the problems of, and requests made by, visitors with speed and efficiency. The individual member of the mission is to do his utmost in attempting to handle all such problems and requests during the course of each visit. In cases when the visitor must revisit the mission, he should be advised to return when and only when a definite reply or action can be given or has been taken in regard to his business.

Complaints Procedure

- q. The chiefs of missions, besides the normal procedure of written complaints to the Foreign Ministry on administrative matters, can also forward copies of their written complaints directly to the Central Committee of the Bulgarian Communist Party.
- r. The chiefs of missions are also permitted to, and in normal practice do, complain verbally, either personally or through members of their mission, to responsible officials in the Foreign Ministry. Such practice is usually used as a last resort in the cases wherein written complaints have failed to produce action.

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2. In respect to the carrying out and general conformity to these operating procedures and practices by the missions affected, responsible Ministry of Foreign Affairs officials have noted the following complaints:
  - a. Insecurity: failure by individual mission members to properly dispose of and safeguard classified material;
  - b. Inefficiency: failure by individual mission members to carry out duty assignments properly, efficiently handle the problems and request of mission visitors, keep abreast of the problems present at their respective missions;
  - c. Lack of control: failure by individual mission members to report to their chief of mission or the Foreign Ministry the inefficiency and violation of standard prescribed practices by other members of their missions;
  - d. Indolence: failure by individual mission members to observe the specified work schedule, put in the required number of work hours and, in general, failure to keep duty obligations over and above personal inclination and pleasure;
  - e. Loss of prestige: failure by individual mission members to safeguard the prestige of the Foreign Service and maintain the prescribed diplomatic standards; as examples of this, the Foreign Office cited reports indicating existence of dirty and unsanitary mission establishments, existence of mission establishments needing maintenance and repair work such as window curtains or shades replaced, inoperative electrical fixtures and lacking in adequate lighting, and the existence of mission establishments wherein the mission members shout messages to one another in the presence of visitors or from the windows of the establishment; and
  - f. Self importance: common habit of individual mission members to consider themselves undisputed authorities on and capable of handling or deciding all sorts of problems not in their field or their responsibility, thereby giving bad advice or making undesirable decisions.
3. In respect to the carrying out and general conformity to these operating procedures and practices, the missions affected have noted the following complaints as reasons for their inability to do so:
  - a. Lack of low-level type personnel for housekeeping and menial tasks thereby forcing these duties on already overburdened mission personnel with specific foreign service duty assignments;
  - b. Lack of sufficient foreign service personnel to handle the mission work properly and efficiently;<sup>2</sup>
  - c. Failure by the responsible Foreign Office staff to act on or reply to plans and proposals submitted by the mission; and
  - d. Failure by the responsible Foreign Office staff to act or make timely decisions in the cases of problems or requests brought up by visitors to the mission.

 Comments:

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1.  these three-month plans are merely diminutive versions of the five-year plan in effect in Bulgaria.
2.  one such complaint was received from an 11-man mission, none of whom are housekeeping or maintenance personnel.

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